**Dedicated and efficient team member with the ability to succeed or progress in any role. Outstanding leadership qualities as well as personal drive towards a group or individual goal.**

**KEY SKILLS**

Customer Satisfaction | SMART goal coaching | Emotional Intelligence | Delivering the Hard Message | Making Wise Business Decisions | Freight Logistics

**PROFESSIONAL EXPERIENCE**

**Shift Leader** | KFC | Tooele UT | 2013-2014

* Responsible for Closing store, managing fellow employees, handling customer interaction as well as overall satisfaction

**Customer Service Rep** | Overstock | SLC UT | 2014-Current

* Handling customer’s issues as well as time management

**Promotion: Specialized Representative** (LTL Department) *July 2015- November 2015*

* Handling customer’s inquiry regarding freight logistics and overall operations with multiple warehouses
* Worked all incoming emails sent to the LTL Team

**Promotion: Team Lead** *November 2015-September 2017*

* Developing new and existing agents to achieve maximum success
* Handle escalated customer issues
* Uphold Company culture and Value

**Accounting Department**| Select Health | Murray UT | *October 2017-February 2018*

* Handling Customer Issues as well time management
* Input and keep records of all customer purchases of policies
* Remain within government guidelines and company standards with call customer transactions

**EDUCATION**

**Blue Peak High school**: Graduated 2014

At home study of programming languages such as Java, Python, JavaScript, HTML, CSS, and PHP // Loose studies done at codeacademy.com edx.org w3schools.com freecodecamp.com // Future goals are to attend thinkful.com and to work as a Junior Software Developer or Front/Back end Website Development.